



January 25, 2010

The Honorable Charles L. A. Terreni
Chief Clerk & Administrator
Public Service Commission of S. C.
101 Executive Center Drive
Columbia, SC 29210

Re: Request of the Public Service Commission for Information on Termination of
Electric and/or Gas Service

Dear Mr. Terreni:

Pursuant to the letter received from Mr. David Butler, Esq., dated January 13, 2005, enclosed is South Carolina Electric & Gas Company's (SCE&G) information regarding involuntary termination of both electric and gas customers' services. This report covers involuntary terminations in the fourth quarter of 2009.

A copy of this report is being provided to the Office of Regulatory Staff.

Sincerely,

John R. Hendrix

Enclosures

C: F. David Butler, Esq.
Dan F. Arnett
Catherine D. Taylor, Esq.
John W. Flitter
Kenneth R. Jackson
K. Chad Burgess

Disconnect Statistics
4th Quarter 2009

Disconnects				Reconnects									
October	DNP's Generated	Resolved	DNP's Completed	% Complete vs Generated	Same Day Reconnect	One Day	Two Days	Three Days	Four Days	Five Days	> Five Days	No Reconnect	Total
October													
Residential	24,770	16,504	8,266	33%	4372	1129	273	197	124	72	478	1621	8,266
Non-Residential	1,906	1,445	461	24%	215	59	19	11	8	5	39	105	461
Total	26,676	17,949	8,727	33%	4,587	1,188	292	208	132	77	517	1,726	8,727
					53%	14%	3%	2%	2%	1%	6%	20%	
November													
Residential	22,005	15,856	6,149	28%	3473	820	189	108	72	50	281	1156	6,149
Non-Residential	1,764	1,373	391	22%	186	40	16	13	2	2	32	100	391
Total	23,769	17,229	6,540	28%	3,659	860	205	121	74	52	313	1,256	6,540
					56%	13%	3%	2%	1%	1%	5%	19%	
December													
Residential	23,081	18,892	4,189	18%	2300	607	132	80	52	30	202	786	4,189
Non-Residential	1,904	1,551	353	19%	160	43	14	6	6	9	22	93	353
Total	24,985	20,443	4,542	18%	2,460	650	146	86	58	39	224	879	4,542
					54%	14%	3%	2%	1%	1%	5%	19%	
Grand Totals													
Residential	69,856	51,252	18,604	27%	10,145	2,556	594	385	248	152	961	3,563	18,604
Non-Residential	5,574	4,369	1,205	22%	561	142	49	30	16	16	93	298	1,205
Total	75,430	55,621	19,809	26%	10,706	2,698	643	415	264	168	1,054	3,861	19,809
					54%	14%	3%	2%	1%	1%	5%	19%	

Resolved indicates payment received or arrangements made (Short term arrangement, Deferred Payment Plan, Medical Certificates, etc.)

If payment is not received within 10 days of the disconnect date, the account is final billed.
Those accounts falling in that category are indicated by "no reconnect".





System-wide Disconnect Statistics 4th Quarter 2009

Reasons for involuntary termination:

Safety – hazardous meter situations
Energy Diversion
Disconnect Non-payment

Safety:

- During the 4th quarter of 2009, 9 active meters were turned off for safety reasons.
- These meters were reconnected after repairs were made.

Energy Diversion:

There were no accounts disconnected due to Energy Diversion.

Disconnect for non-payment:

- 19,809 disconnect orders were completed during the 4th quarter of 2009. This represents an estimated 18,056 unique customers. 94% of these customers are residential customers and 6% are non-residential.
- 74% of the disconnect orders generated were canceled due to a payment or arrangement (Deferred Payment Agreement, Short Term Arrangement, etc.)
- The average daily number of disconnect orders completed was 330.
- Of the customers who were disconnected, 68% reconnected within a 24 hour period.
- 10% of customers were disconnected 2 or more times during this period.
- There were 435 accounts with medical certificates during this period.

SCE&G Residential Delinquency Process

When a customer does not pay his/her utility bill, there are a number of steps that SCE&G takes to address the situation. The last step – and the least desirable – for dealing with a customer who has not paid his/her bill is to disconnect that customer's power.

Before any customer's power is disconnected, that customer is given multiple opportunities to pay a "past due" bill. The first past due notice is an attachment to the customer's monthly bill. It is displayed in the bill message portion and is marked "IMPORTANT NOTICE." This notifies the customer – at least 10 days prior to the possible termination of service – of SCE&G's intent to disconnect power. The notice displays a total of utility and non-utility related charges and complies with PSC Regulation 103-352-A. The notice reads as follows:

BEFORE SERVICE IS DISCONNECTED

Your electric and/or natural gas service has been scheduled for disconnection because of non-payment. Under the rules and policies of South Carolina Electric and Gas Company, you have certain rights in this situation.

1. You have the right to an interview with the SCE&G local office customer representative at the address shown above who is authorized to accept payment or assist you in making deferred payment plan arrangements prior to disconnection. Contact our office between 8:00 a.m. and 5:00 p.m. Monday through Friday.
2. SCE&G intends to resolve any dispute or concern you may have. Call 803.799.9000 to have the staff of SCE&G investigate and review any dispute you may have concerning your service.
3. During the months of December through March, SCE&G will not disconnect a residential customer for a 30 day period, when furnished with a Medical Certificate signed by a licensed physician. If disconnection of your service would be dangerous to your health or a member of your household, obtain the Medical Certificate form from your SCE&G local office, have it completed and signed by your licensed physician and return the form to us prior to disconnection.
4. SCE&G's Customer Assistance Department works with elderly, handicapped and other special needs customers who require help from local agencies.
5. If a dispute cannot be resolved, the Office of Regulatory Staff is available at 1.800.922.1531 to investigate and review any unresolved disputes between SCE&G and the customer.

Four days prior to the forecasted disconnect, the customer is mailed a second notice, providing yet another opportunity to bring the account into good standing. This notice complies with PSC Regulation 103-352b, and includes options for customer to avoid disconnection or to communicate disputes.

In addition, third-party notification is available to a customer that requests another individual to be notified before service is disconnected.

SCE&G does not disconnect services to its customers if temperatures are 32 degrees or below, or when adverse weather (ice storm, hurricane, major storms) impacts its service areas. In all cases, the company tries to use good judgment.

Service disconnects – especially those that coincide with inclement weather – are handled on a case-by-case basis, and include a consideration of immediate weather forecasts and a review of the customer's payment history.

As noted above, from December through March SCE&G will not disconnect power for a 30-day period if a customer furnishes a physician-signed medical certificate stating that the customer or a member of the household has a health requirement that prohibits disconnection of service. These certificates are required by Federal law and upheld by the PSC.

In instances where a customer has demonstrated a good faith effort to pay the bill, but is struggling financially, SCE&G works directly with that customer to develop payment options that are tailored to the customer's individual situation. Those options include:

- Short Term Arrangements – Allows a currently forecasted disconnect date to be stopped and deferred to the next forecasted disconnect date. In addition, any notices that have not been mailed to the customer are stopped.
- Deferred Payment Plan – A payment plan designed to allow a customer to pay his past due amounts in monthly installments.

SCE&G Customer Representatives and Field Service Representatives are trained to identify customers with medical and/or special needs, and to work to help them understand the types of financial assistance programs that may be available to them. Among those programs:

- White Cross – Provides a courtesy service for customers who require medical equipment in their homes. A courtesy call is made prior to disconnecting special needs customers. SCE&G has approximately 4,500 White Cross customers. When these customers are delinquent, SCE&G

customer service reps place courtesy phone calls to remind them that they are late in paying their bill.

- Project Share – SCE&G collects money via bill inserts, bill message, etc. to assist customers. These funds are administered by state agencies and the Salvation Army. In 2004 Project Share Contributions totaled \$286,486.
- Weatherization – Some customers need help making their homes more weather resistant. Through employee volunteer efforts and corporate donations, SCE&G supports programs sponsored by local energy offices throughout the state to help many such customers. This program helps customers control their energy bills by weatherizing their homes so they can be heated and cooled more efficiently. Since the program began in 1983, more than 5,500 homes have been weatherized throughout South Carolina, including more than 40 in 2004.
- Low Income Home Energy Assistance Program – South Carolina's Low-Income Home Energy Assistance Program helps people with their heating bills. The amount of assistance provided depends on the heating fuel used and the applicant's income. Since the program began in 1980, more than \$37 million in assistance has gone to SCE&G customers. To be eligible, families must meet federal standards of a low-income household.
- The SCE&G Employee Good Neighbor Fund – funded through the generous donations of SCE&G employees and retirees, this program provides temporary aid to individuals and families who are experiencing extreme financial difficulties and have exhausted all other sources of help. Funds are administered exclusively through employee referrals to provide essentials such as food, medical, and shelter expenses. In 2004, more than 360 families received financial assistance through this program.

SCE&G customer service representatives regularly refer customers in need of assistance to local community action agencies, as well as state and private agencies, that specialize in providing that assistance. SCE&G's Website, www.sceg.com publicizes a summary of available assistance.